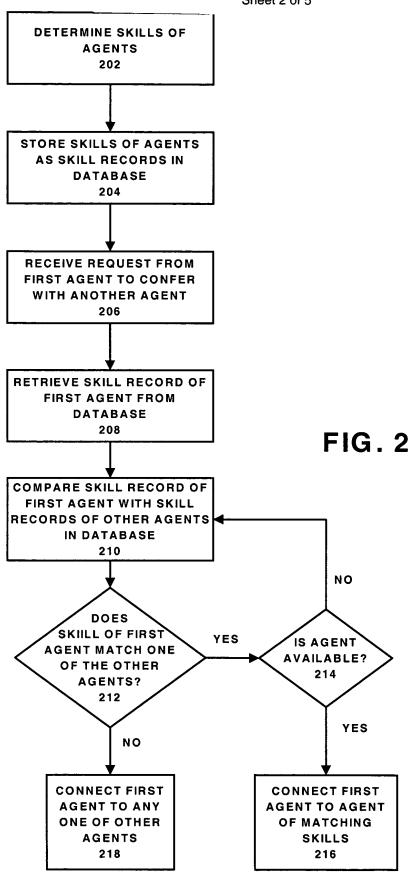
WELSH & KAIZ, LID. Docket No. 85075 Sheet 1 of 5 CALLER CALLER CALLER 101 102 103 NETWORK 105 PRIVATE BRANCH EXCHANGE 106 AUTOMATIC CALL **DISTRIBUTOR** 109 VIRTUAL LIVE AGENT AGENT 110 112 CALL CENTER 106

FIG. 1

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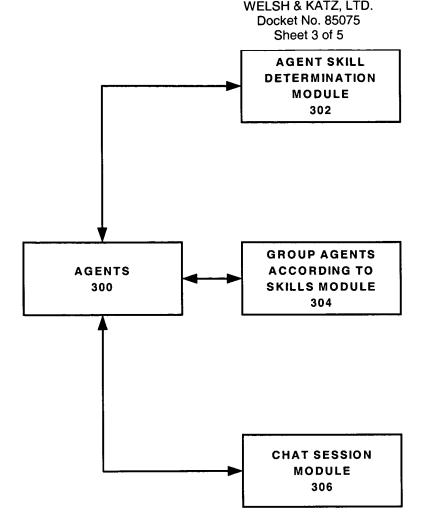


FIG. 3

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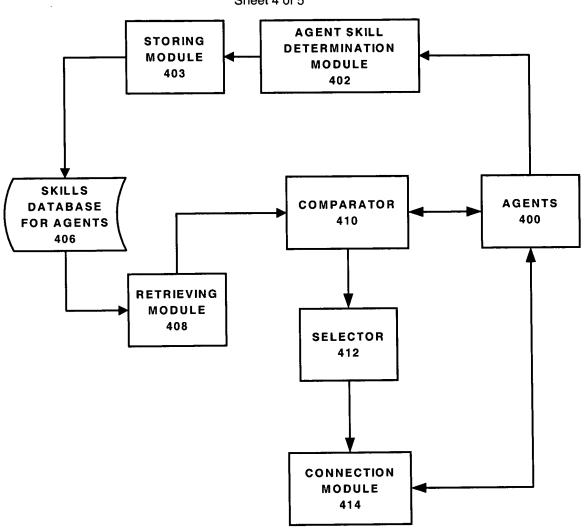


FIG. 4

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comput r readabl m dia 500

skill r cord retri ving computer program code segment 502

skill record comparing computer program code segment 504

agent selecting computer program code segment 506

communication establishing computer program code segment 508

FIG. 5